



# Homeland Security | CFATS Knowledge Center

Article Number: 1668

Date Published: July 01, 2010

Last Updated: July 13, 2010

Subject: CSAT User Account Passwords

**Abstract:** Usernames and passwords will be distributed via email to newly registered users as soon as the CSAT User Registration or Transfer of Responsibilities has been verified and activated. The user will receive two e-mails: (1) a CSAT Username and the URL to access the CSAT Top Screen application and (2) a temporary CSAT password, which must be changed upon entry to the CSAT Application. When using a DHS issued temporary password, it is best to copy and paste the username and password from the emails.

Once the temporary password has been entered, the Change Password screen will prompt the user to change the password by entering the temporary password in the Old Password field and a new password of the users choosing in the New Password field and again in the Confirm New Password field. A new password must include at least 8 characters including at least one uppercase letter, one lowercase letter, a number, and a special character (e.g., ., !, " \_ @ # \$ % ^ \*).

Once the password is successfully changed, the user will see the Sign-In screen, which will indicate there is an error. The user will again be prompted to enter the User Name and new Password to gain access into the CSAT Portal. Each subsequent entry into the CSAT Portal will require this User Name and Password.

Please retain and protect your password for access to the CSAT Portal.

For security reasons passwords will expire after 90 days. If the password expires, the users will have one opportunity to log in with the expired password and enter a new password by following the steps outlined above for changing the password.

A user should contact the CSAT help desk at [csat@dhs.gov](mailto:csat@dhs.gov) or 1-866-323-2957 if a CSAT User Account email is not received within a reasonable time or to reset a password. Password resets are processed in the order in which they are received. NOTE: The Help Desk will only provide assistance to the owner of the CSAT User Account for which the password reset or password related assistance is being requested. Assistance with CSAT User Accounts cannot be provided to anyone acting on behalf of a current CSAT User.

Article:



## CSAT User Account Passwords

Username and passwords will be distributed via email to **newly registered users** as soon as the **CSAT User Registration** or **Transfer of Responsibilities** has been verified and activated. The user will receive two e-mails: (1) a CSAT Username and the URL to access the CSAT Top Screen application and (2) a temporary CSAT password, which must be changed upon entry to the CSAT Application. When using a DHS issued temporary password, it is best to copy and paste the username and password from the emails.

Once the temporary password has been entered, the ***Change Password*** screen will prompt the user to change the password by entering the temporary password in the ***Old Password*** field and a new password of the user's choosing in the ***New Password*** field and again in the ***Confirm New Password*** field. A new password must include at least 8 characters including at least one uppercase letter, one lowercase letter, a number, and a special character (e.g., ., :, ! " \_ @ # \$ % ^ \*).

Once the password is successfully changed, the user will see the **Sign-In** screen, which will indicate there is an error. The user will again be prompted to enter the **User Name** and new **Password** to gain access into the CSAT Portal. Each subsequent entry into the CSAT Portal will require this User Name and Password.

**Please retain and protect your password for access to the CSAT Portal.**

For security reasons passwords will expire after 90 days. If the password expires, the users will have one opportunity to log in with the expired password and enter a new password by following the steps outlined above for changing the password.

A user should contact the **CSAT help desk** at [csat@dhs.gov](mailto:csat@dhs.gov) or **1-866-323-2957** if a CSAT User Account email is not received within a reasonable time or to reset a password. Password resets are processed in the order in which they are received. **NOTE:** The Help Desk will only provide assistance to the owner of the CSAT User Account for which the password reset or password related assistance is being requested. Assistance with CSAT User Accounts cannot be provided to anyone acting *on behalf of* a current CSAT User.

A copy of the **CSAT Account Management User Guide** and other guidance documents are available at [www.dhs.gov/chemicalsecurity](http://www.dhs.gov/chemicalsecurity).